

SECTION	People and Culture
POLICY	Guidelines for involving volunteers policy and procedures
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1. Purpose

These guidelines are intended for use along with the policy statement. They give further detail on recommended good practice in the involvement of volunteers within Club Doncaster.

2. Matchday volunteers

Prior to recruiting volunteers, full consultation and discussion should take place with managers, paid staff, and board members, where necessary, to satisfy that there is a genuine need for volunteers and to develop a clear description of their role.

A contact person within the department proposing to involve volunteers should be identified and the staff time and expenses to train, support, and reimburse volunteers determined.

3. Recruitment

- Club Doncaster has an equal opportunities policy and Equality Act 2010 policy and will prevent discrimination particularly on the grounds of gender, marital status, disability, race, colour, religious belief, political belief, sexuality, nationality, ethnic origin, age, trade union activity, responsibility for dependents or employment status (see statement and policies for details).
- In order to reach a wide section of the community, recruitment should be a variety of means.
- Positive action in recruitment may be used for specific voluntary tasks. For example, specific work with minority ethnic groups.

4. Initial contact

- People interested in becoming volunteers with Club Doncaster should be invited for an informal talk with the appropriate contact person. They should:
 - Be given written information to take away.
 - Have their role explained and how it fits in with Club Doncaster's overall aims and ethos.
 - Have the next stages of becoming a volunteer with Club Doncaster outlined.
- If the volunteer wishes to proceed with the application at this stage, the contact person should fill out the application form for the volunteer (getting referees' details) and ask the volunteer to sign.
- If the volunteer is undecided, agree the next step e.g. for the contact person to phone the potential volunteer in a week's time.

5. Selection

- If volunteers may be working with vulnerable people, or in positions of trust, they should be asked to provide information on their application form about any criminal convictions that they may have.
- DBS checks are required as well as completion for the FA Safeguarding for All course, depending on role within the organisation.
- All information should be dealt with in the strictest of confidence and should not necessarily prejudice the person being accepted for voluntary work.

6. Records

- Minimum details should be kept on volunteers. This will include the application form, equality monitoring information, references, placement, details, relevant information such as emergency contact details.
- Record keeping must be secure but accessible to other members of staff if you are absent.
- The Data Protection Act enables people to access information held about them.

7. Induction/on boarding

- Induction/on boarding sessions should be provided for all new volunteers by their line manager and should cover:
 - Role of volunteers;
 - Responsibilities of volunteers;
 - Arrangements for training, support, and supervision;
 - Contact person;
 - Need for confidentiality;
 - Ethos/values, etc;
 - System for payment of expenses;
 - Problem-solving procedures;
 - Background to Club Doncaster;
 - Building orientation;
 - Health and safety;
 - Meeting staff
- During the induction period, volunteers should receive the Club Doncaster handbook.

8. Placement

- Once a suitable voluntary placement has been identified, details about the frequency and length of commitment and nature of the voluntary activity should be determined and an established trial period agreed.
- Club Doncaster reserves the right to ask volunteers to leave and will give reasons in writing if requested.

9. Support, supervision and problem-solving

- Regular support/supervision should be available to each volunteer. The type of level of support will depend on the needs of the volunteer and the nature of their role. Full information on this will be provided during the induction.
- Each volunteer should have a clearly identified supervisor who is responsible for the day-to-day management and guidance of the volunteer and who will be able to offer advice, support, and feedback on a regular basis.
- If a complaint about a volunteer arises, refer to the complaints policy.

10. Insurance

It should be ensured that volunteers have appropriate insurance cover in terms of employers and public liability.

11. Non-compliance

Breaches or abuse of this policy will be subject to investigation and, if necessary, dealt with under Club Doncaster's Disciplinary Policy and Procedure.

12. Changes to this policy

This policy/procedure does not form part of any Employee's contract of employment, and it may be amended and reissued at any time.

This policy will be reviewed annually.

